

Hot Tub Warranty, Safety and Maintenance Instructions

This document describes the warranty terms, safety instructions and maintenance requirements for the Polhus product series: **Hot Tub Polar SPA**.

1. Warranty Information

1.1 Warranty Provider

Polhus confirms that the hot tub is manufactured to the specified quality standards and is intended for use in accordance with the user instructions, safety instructions and maintenance requirements provided with the product.

1.2 Relationship to Polhus General Terms and Conditions

This warranty document applies together with the applicable Polhus General Terms and Conditions.

In the event of any inconsistency between this warranty document and the Polhus General Terms and Conditions, the General Terms and Conditions shall apply unless otherwise required by mandatory consumer protection law.

The terms that apply to your purchase are the version of the Polhus General Terms and Conditions that was in force on the date when your order was placed.

1.3 Warranty Period

The warranty is valid for 2 years from the date of purchase, provided that the hot tub has been installed, used, maintained and stored in accordance with the instructions in this document and any other instructions supplied with the product.

1.4 What the Warranty Covers

The warranty covers manufacturing defects and material defects that occur during normal use.

If a defect covered by the warranty is confirmed, Polhus will remedy the defect free of charge by repairing the product or replacing the defective part. Polhus will decide, based on the nature of the defect, whether repair or replacement is the most suitable solution.

1.5 What the Warranty Does Not Cover

The warranty does not cover:

- Normal wear and tear.
- Cosmetic changes that do not affect the function of the product.
- Damage caused by incorrect installation.

- Damage caused by improper use, careless handling or lack of maintenance.
- Damage caused by failure to follow the user instructions, safety instructions or maintenance requirements.
- Mechanical damage caused by the customer or a third party.
- Frost damage caused by water being left in the hot tub, stove, pipes, filters, pumps, AIR system or HYDRO system during freezing temperatures.
- Damage caused by overheating, including heating the stove without sufficient water level or with blocked water circulation.
- Damage caused by unsuitable water treatment products, including products containing salt, acid or abrasive substances.
- Damage caused by electrical installation that was not carried out by a certified electrician or that does not comply with applicable local laws, regulations and safety standards.
- Damage caused by fire, natural disasters, extreme weather or other force majeure events.
- Damage caused by unauthorised modifications, repairs or replacement parts.
- Damage caused by incorrect placement, including poor chimney draft resulting from unsuitable positioning.

1.6 Warranty Claim Procedure

To submit a warranty claim, the customer must register the claim through the claim form on the Polhus website.

When submitting the claim, please include:

- Order number, if available.
- Purchase date.
- Name and delivery address.
- Phone number used when placing the order.
- Product name and model.
- Stove model, if applicable.
- Serial number, if available.
- A clear description of the issue.
- Photos or videos showing the issue.

- Proof of purchase, if requested.
- Receipt or documentation from the electrical installation, if requested.

Polhus may request additional information in order to assess the claim.

This document has been prepared electronically and is valid without signature.

2. Important Safety Instructions

Please read these instructions carefully before installing, heating or using the hot tub. Failure to follow these instructions may result in product damage, personal injury or loss of warranty coverage.

2.1 General Use

- Rinse the hot tub before first use and before regular use when needed.
- Never use sharp objects in or around the hot tub, as they may damage the surface.
- Children must always be supervised by an adult when near the hot tub.
- Never leave children unattended near water or a hot stove.
- Do not stand, sit or walk on the hot tub cover.
- Do not allow more than 10 cm of snow to accumulate on the fiberglass lid or thermal cover.
- Remove snow from the cover regularly.
- During long periods of absence, use suitable additional protection such as wooden supports, a wooden cover or similar reinforcement.

2.2 Recommended Water Temperature

The recommended bathing temperature is 37°C.

The water temperature must never exceed 50°C. Overheating may damage the hot tub shell, stove or installed systems.

2.3 Heating the Stove

Only heat the stove when the water level is at least 5 cm above the stove outlet inside the hot tub.

Do not drain the hot tub while there is still firewood, flames or large embers inside the stove.

Never heat the stove if the water circulation is blocked, if the hoses are frozen or if the stove outlets are frozen.

Heating the stove without proper water circulation may cause overheating, deformation, pressure build-up or serious damage to the stove.

2.4 Electrical Safety

All electrical installation must be carried out by a certified electrician in accordance with applicable local laws, regulations and safety standards.

The electrical cable must be grounded and have a minimum capacity of 2.5 kW.

For certain configurations and additional equipment, a minimum capacity of 7 kW may be required.

A Residual Current Device, RCD, must be installed in the electrical supply. The RCD provides additional protection by detecting current leakage.

The RCD should be installed at the point where the power supply is taken from. It must not be installed next to or underneath the hot tub.

Before each use:

- Check that the RCD works correctly.
- Check that the electrical cable is not damaged.
- Check that all connections are secure.
- Check that installed systems show no signs of damage.

Always disconnect the electricity after use.

In the event of a warranty claim relating to electrical components, installation, safety systems or damage that may be connected to the electrical installation, Polhus may request a receipt or other documentation confirming that the electrical installation was carried out by a certified electrician.

2.5 Placement and Fire Safety

When placing the hot tub near buildings, terraces, trees or other structures, make sure that the chimney is positioned at a safe distance from all risk areas.

Check both horizontal and vertical distances.

A minimum safety distance of 3 metres from risk areas must be maintained unless stricter local regulations apply.

Incorrect placement may cause chimney draft problems. Poor draft caused by incorrect placement is not covered by the warranty.

3. Before and After Use

3.1 Before Use

Before using the hot tub:

- Rinse the inside of the tub with clean water.
- Check that the water level is sufficient before heating the stove.
- Check that the water level is sufficient before using the HYDRO system.
- Check that the AIR and HYDRO systems are not damaged.
- Check that electrical systems and cables are safe to use.

The HYDRO system may only be switched on when the water level is at least halfway up the hot tub.

3.2 After Use

After use:

- Allow the firewood and embers in the stove to burn out safely.
- Do not drain the water until there are no flames, firewood or large embers left in the stove.
- Drain the hot tub when it is no longer in use.
- Clean the hot tub with lukewarm water and a suitable non-abrasive cleaning product.
- Leave drainage valves or plugs open when the hot tub is not in use, especially during cold weather.

4. Maintenance Instructions

4.1 Before First Use

Before first use, thoroughly rinse the inside of the hot tub with clean water. Use a soft sponge or soft brush to remove dust and possible manufacturing residue.

Do not use abrasive cleaning products or tools.

4.2 Regular Cleaning

After each use, drain the water and clean the hot tub with lukewarm water and a suitable cleaning product.

Only use cleaning products that are suitable for hot tubs and that do not contain abrasive particles, salt or acid.

4.3 Water Quality

Follow the recommended water disinfection guidelines.

Specially designed hot tub chemicals or filtration systems may be used, provided that they are suitable for the product and do not contain substances that may damage the tub, stove or installed systems.

Change the water every 2–3 uses or every 3 days if the hot tub is used regularly.

4.4 AIR and HYDRO Systems

Rinse the AIR and HYDRO systems and all related accessories, such as jets and nozzles, once a week using clean water.

If the hot tub is equipped with an AIR system, switch on the AIR system for 5–10 seconds after draining the water. This helps remove remaining water from the pipes.

The HYDRO system must never be operated without sufficient water in the hot tub.

4.5 Filters and Pumps

If the hot tub is equipped with a built-in water filter, clean the filter regularly to maintain good water quality and prolong the service life of the system.

During freezing temperatures, remove the filter after draining the water.

To reduce the risk of frost damage, the filter cover may be left open when the hot tub is not in use and the filter has been removed.

5. Winter Use and Frost Protection

5.1 General Winter Requirements

When temperatures fall below 0°C, water must not be left in the hot tub, stove, pipes, filters, pumps, AIR system or HYDRO system.

Failure to fully drain the system may cause frost damage. Frost damage caused by remaining water is not covered by the warranty.

5.2 Draining During Freezing Temperatures

When the hot tub is not in use during freezing temperatures:

- Drain all water from the hot tub.
- Drain all water from the stove.

- Leave all drainage valves open.
- Remove the filter, if installed.
- Switch on the AIR system for 5–10 seconds after draining.
- Check that no water remains in pipes, pumps, filters or connections.

Leaving both drainage valves or plugs open helps prevent rainwater or melted snow from freezing in the drainage outlets.

5.3 Snow and Cover Protection

Do not allow more than 10 cm of snow to accumulate on the fiberglass lid or thermal cover.

Snow must be removed regularly.

During longer periods when the hot tub is not used, we recommend using wooden supports, a wooden cover or a similar protective solution.

Do not stand or walk on the hot tub cover.

6. Stove Condensation

Condensation may occur during the first heating cycles of a new stove. This is normal.

Condensation may also occur if the hot tub is filled with cold water below 10°C, especially when there is a large temperature difference between the water and the stove.

If water leaks from the stove before the stove has been lit, please contact Polhus customer service before using the product.

7. If the Hot Tub or Stove Has Frozen

7.1 Important Warning

Never heat the stove if the hoses, pipes, stove outlets or water circulation are frozen or blocked.

If water cannot circulate through the stove, the stove cannot cool properly. This may cause rapid overheating, pressure build-up, deformation or serious damage.

7.2 What to Do if the System Is Frozen

If the system has frozen:

1. Stop using the hot tub immediately.

2. Disconnect the stove from the hot tub if this can be done safely.
3. Check whether the hoses and outlets are frozen or blocked.
4. Pour hot water into the stove through one of the stove outlets to help thaw it.
5. Use warm air, such as a hairdryer, to carefully defrost hoses and pipes.
6. Make sure water circulation has been fully restored before heating the stove again.

Do not use boiling water. Boiling water may create additional stress in the materials.

7.3 Why the Stove Must Not Be Heated When Frozen

If hoses or outlets are frozen, water cannot circulate through the stove.

Without sufficient water flow, the stove may overheat quickly. This can create internal pressure and may damage the stove walls, welds, connections and outlet points.

In severe cases, heating a frozen or blocked stove may create a risk of rupture or explosion.

7.4 If Stove Damage Occurs

If the stove is damaged or if a rupture occurs:

- Stop all use immediately.
- Do not heat the stove again.
- Disconnect electricity where applicable.
- Contact Polhus for technical support and damage assessment.

After assessment, Polhus will advise on the most suitable solution.

8. Additional Recommendations

If something is unclear or not covered in this document, please contact Polhus customer service before using the product.

By following these instructions, you help prevent damage to the hot tub and stove and ensure safe, reliable and long-lasting use.